

ADMINISTRATIVE PROCEDURES MANUAL

**A Guide to Acquiring Secure Data Destruction and Surplus Services
From the DynTek Team**

**For the
Commonwealth of Virginia
Contract VA-040917-DYNT**

October 1, 2004

**DynTek
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Rev. 1.1**



Partners in Service to the Commonwealth IT Community

www.covsdds.com

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October 1, 2004

INTRODUCTION

This *Administrative Procedures Manual (APM)* is published under Commonwealth of Virginia Contract Number VA-040917-DYNT. Its purpose is to establish the intent of the Secure Data Destruction and Surplus (SDDS) contract and to set forth a detailed description of how to use this contract.

Copies of the *APM* are available to all Commonwealth of Virginia agencies, either in hard copy or in electronic format through the DynSDDS web page (www.covsdds.com/document.htm).

Any state agency interested in obtaining SDDS services should be familiar with the contents of this manual. It describes the contract, the DynTek team participants, and all aspects of how to use the contract.

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Table of Contents

Chapter	Title	Page
1	Introduction	
1.1	General	2
1.2	How to Use This Administrative Procedures Manual.....	3
1.3	SDDS Standards.....	4
1.4	The DynTek Team.....	5
1.5	The DynTek Team Organization	5
1.6	Precedence of Master Contract and Ordering Documents	5
2	Agency Procedures for Registration and Document Processing.....	6
2.1	Department of General Services Delegation of Authority	6
2.2	SDDS Registration.....	6
2.3	Ordering Document Modifications	7
3	SDDS and Device Registration	8
3.1	Manual Sanitization and Surplus Procedures	8
3.2	eVA supplier details Entry	11
4	Agency Inspection and Acceptance Procedures.....	12
4.1	Site Availability and Delivery	12
4.2	Validation Testing Responsibilities.....	12
4.3	Inspection and Acceptance	12
4.4	Reporting.....	13
5	Invoices	14
5.1	Invoice Requirements	14
5.2	Invoice Submission Schedule.....	14
5.3	Invoice Approval by Agency.....	14
5.4	Prompt Payment of Bills	14
5.5	Payment by Electronic Funds Transfer	15
6	Proposed Pricing.....	16
6.1	Pricing Explanation.....	16
6.2	Price Schedule	18

CHAPTER 1 – INTRODUCTION

In this chapter, look for ...

- 1.1 General
 - 1.2 How to Use This Administrative Procedures Manual
 - 1.3 SDDS Standards
 - 1.4 Who We Are: The DynTek Team
 - 1.5 The DynTek Team Organization
 - 1.6 Precedence of Master Contract and Ordering Documents
-



1.1 General.

<u>Date:</u>	October 1, 2004
<u>Contract #:</u>	VA-040917-DYNT
<u>Authorized Users:</u>	Authorized users as defined by the Code of Virginia
<u>Contractor:</u>	DynTek Services, Inc. 501 East Franklin Street Richmond, Virginia 23219
<u>Email Requests or Orders to:</u>	sdds@covsdds.com
<u>Fax Orders to:</u>	(804) 521-4163
<u>TIN:</u>	13-4067484
<u>Points of Contact:</u>	Andrew Miller, COV SDDS Program Manager DynTek Phone: (804) 521-4163 Fax: (804) 521-4232 Email: andrew.miller@dyntek.com Denise Leonard, Director, Administration DynTek Phone: 518-458-7086 Fax: 518-458-1212 Email: denise.leonard@dyntek.com
<u>Term:</u>	Contract Start 10/01/2004 - Contract End 10/01/2007 plus 3 Option Years
<u>Contract Price List:</u>	See section 6.2

<u>Delivery:</u>	5 calendar days from receipt of order for registered materials.
<u>FOB:</u>	Commonwealth of Virginia — inside user premises
<u>Payment:</u>	Net 30 days

1.2 How to Use This Administrative Procedures Manual (APM). This manual provides information for Commonwealth of Virginia Users on how to register and surplus technology devices through a system of validation and secure sanitization. We recommend agencies familiarize themselves with the basic manual and the appendixes before ordering services. For assistance, visit the DynTek team web site at www.covsdds.com or contact one of the people listed above.

This APM is divided into sections explaining the major procedures involved in ordering, receiving, accepting, and using the services available. The appendixes provide more detailed information about service levels, pricing, services available, reporting, and other important aspects of the contract. The sections are in a logical sequence for Users units to use to obtain services. They are:

Chapter 2. **Agency Procedures for Registration and Ordering Document Modifications.** This chapter explains the procedure to register your organization, how to contact Department of General Services and ordering document modifications.

Chapter 3. **SDDS System Site Navigation and Device Registration.** This chapter explains how to register a device that is to be processed, how to receive a quote for the work to be performed, eVA procurement system, supplier details and Purchase Order receipt confirmation.

Chapter 4. **Agency Inspection and Acceptance Procedures.** This chapter explains the requirements for collecting displaced devices, on-site verification and acceptance, temporary receipt issuance and SDDS System notification of receipt

Chapter 5. **Invoices.** Detailed description of invoicing processes and procedures

Chapter 6. **Proposed Pricing.** SDDS cost matrix and professional services cost matrix.

1.3 SDDS Standards. DynTek Services, Inc. (DynTek) has been qualified by the Virginia Information Technologies Agency (VITA), and the Department of General Services (DGS) to accept, validate, sanitize and then to re-allocate or dispose of Commonwealth technology devices that are no longer required per applicable Virginia user code. Upon transfer of the device from the Commonwealth to DynTek, DynTek is responsible for the secure erasure of all data and markers that could identify the surplus device back to the Commonwealth if allocated to alternate use. If applicable, DynTek will dispose of the device in a manner that is fully compliant to Department of Environmental Quality and Environmental Protection Agency policies. DynTek will meet or exceed all VITA ITRM sanitization standards and when necessary Department of Defense DOD-5220-22M standards as well.

What is Accepted

DynTek will accept from any qualified Commonwealth entity, the following devices, regardless of age, condition or function.

- Personal Computers
- Mobile Computers
- Handheld Computers or PDA's
- Server Computers
- CRT Monitors, all sizes
- LCD Monitors, all sizes
- Terminals (VT's)
- Printers
- Computer attached peripherals and devices
- Computer Related Ancillary Technology Devices or Equipment
- Networking Electronics
- Media such as Tapes, Compact Discs
- Network connected Photocopiers
- Network connected voice equipment
- Any other device that is directly connected to a computing or networked environment.

What is not Accepted

- Any device that has 3 months or more manufacturers warranty remaining
- Mechanical or Electrical Typewriters
- Stand Alone Photocopiers
- Analog voice equipment
- Any electronic device not directly connected to a computing or networked environment.

Exclusions to Accepted List

DynTek will not handle any equipment as standard, which has been exposed to a Nuclear, Chemical or hazardous Biological environment. It is the responsibility of the ordering entity to notify DynTek of the device status so that each device that meets this restriction can be handled on a case-by-case scenario. Contact the DynTek Program Manager for further details.

1.4 Who We Are: The DynTek Team. The DynTek team is headed by DynTek, the prime contractor, a technical services firm headquartered in Irvine, CA, with local offices in Richmond, VA. We are supported by Virginia based subcontractor organizations providing core services. The core services providers; responsible for logistical sanitization and surplus support are Electronic Systems, a Systems Integration company, Bel Networks and Support, a Systems Integration company, James River Communications, a networking company, AERC, an electronics recycling company and DNX a transportation and storage company.

1.5 The DynTek Team Organization. Program Manager Andrew Miller manages day-to-day program activity. He coordinates the entire program, interfaces directly with the designated points of contact from each of the DynTek team members, and oversees quality initiatives undertaken by the program quality management organization. The Project Manager oversees all ordering documents issued under this contract and assigns responsibility for their performance to individual ordering document managers. Also providing product and services delivery and support for the program are dedicated groups as follows:

- SDDS System Support - providing help to questions regarding the use of the SDDS System
- Business Management - providing all financial support, management, and tracking as well as responsibility for the *Administrative Procedures Manual*
- Publications and Reports - providing web page support, catalog management and updates, and agency and VITA reports

1.6 Precedence of Master Contract and Ordering Documents. In the event of a discrepancy between the COV Secure Data Destruction and Surplus Master Contract and individual ordering documents, the Master Contract takes precedence.

CHAPTER 2 - AGENCY PROCEDURES FOR REGISTRATION AND DOCUMENT PROCESSING

In this chapter, look for ...

2.1 Department of General Services Delegation of Authority

2.2 SDDS Registration

2.3 Ordering Document Modifications

Introduction

Access to DynTek SDDS services involves a two-part authority and registration process. This section instructs potential users of the SDDS system on requirements to receive SDDS services.

The purpose of registration with both DGS and DynTek is to ensure that only the correct authority can order the reallocation of devices within the user facility. Every user facility is required to complete a registration form that must be submitted upon completion to DynTek and DGS.

2.1 Department of General Services Delegation of Authority

DynTek is not responsible for the approval of delegation of authority. DynTek is brokering the DGS registration process by creating a single registration that is compliant to DGS as well as being authoritative for DynTek to have access to a user's location and to process displaced devices. Questions pertaining specific DGS processes and procedures must be submitted to:

Joseph Thomas, State Surplus Property Manager
Department of General Services
Phone: (804) 236-3662
Email: jthomas@dgs.state.va.us

It is recommended that if an organization is unsure of its role or responsibility when requesting delegation of authority, contact DGS before registering with the DynTek SDDS System.

2.2 SDDS Registration

DynTek will create an online Secure Data Destruction and Surplus system, no later than ninety (90) days after contract award.


During the system design phase, DynTek will commence operations by performing the SDDS functions manually. Refer to section 3.1 to request DynTek SDDS services before the completion of the online system.

DynTek will modify this APM to reflect updates and instructions to access the SDDS online system upon completion and acceptance of the system.

Until completion of the SDDS system, a manual registration and processing method will be used to gain access to SDDS services.

Department of General Services Delegation of Authority Registration Form

Computer Delegation request and approval for VA-040917-DYNT



Department Of General Services
State Surplus Property
1910 Darbytown Road
Richmond, VA 23231
Phone: (804) 236-3662
Fax: (804) 236-3671

Please complete the information below and email to joe.thomas@dgs.virginia.gov and copy georgiana.ball@dgs.virginia.gov If you have any questions please call 804-236-3662.

A copy of the approval will be emailed back to the requesting agency and also to DynTek.

Agency: _____ Agency Code: _____

Contact: _____ Phone Number: (____) _____

Address: _____ City: _____ Zip: _____

Date Submitted: _____

Agency	Fund Detail	Revenue Source

Loading needed for revenue sharing, if any. The Fund Detail used must be for the Proceeds From Surplus Sales

.....

This section to be completed by State Surplus Property Manager

Date Approved:

Authorized Signature:

Figure 2.2.1 An Example of the DGS Delegation of Authority Form

Forms can be received from the following sources:

Internet: <http://www.asd.virginia.gov/CONTRACT/DGSFORM.DOC>

Mail: Contact the DynTek Program Manager. A form will be mailed to your location.

Email: Contact the DynTek Program Manager. A form will be emailed to you in Microsoft Word format.

Fax: Contact the DynTek Program Manager. A form will be faxed to you.

A signed, completed copy must be sent to:

Joseph Thomas, State Surplus Property Manager
Department of General Services
1910 Darbytown Road
Richmond, VA.
Phone: (804) 236-3662
Email: jthomas@dgs.state.va.us

Note: completion of the registration form does not automatically qualify you to utilize SDDS. Only after the approval of DGS and the issuance of Delegation of Authority to surplus, will you be able to utilize SDDS services.

2.3 Ordering Document Modifications

Specialized projects outside the scope of the SDDS system and/or contract specification will require the approval of VITA and DGS. A contract modification request may be submitted to address specialized needs. Contact the DynTek Program Manager if you feel your organization has specialized needs.

CHAPTER 3 – SDDS AND DEVICE REGISTRATION

In this chapter, look for ...

3.1 Manual Sanitization and Surplus Procedures

3.2 eVA Supplier Details

3.1 Manual Sanitization and Surplus Procedures

Introduction

The ability to utilize SDDS services is contingent on registration approval by DGS. Refer to Chapter 2 of this document to understand the requirements to receive authorization.

After successful registration with DGS, DynTek will contact the user facility to discuss the requirements of the activity.

The user facility may request from DynTek a device registration form or the facility may elect to use its own form to list devices that will be processed through SDDS.

Device Registration

At a minimum, the following information must be available about each device before DynTek is able to issue an accurate quote on the level of effort to complete the activity.

- Device Type: Computer, Monitor, Printer etc.
- Manufacturer
- Model Number
- Serial Number
- Approximate age of device
- Condition: Excellent, Good, Fair, Poor, Damaged
- Location of device
- Local point of contact details
- Site availability

Inaccuracies or missing information will delay the process to submit a formal statement of work and price quote.

Acceptable document formats are Microsoft Excel and Microsoft Word if device lists are sent by Email.

Ordering Documents

DynTek will audit all devices registered by the user facility to ensure they are compliant to the terms of the contract. Upon approval, DynTek will issue to the user facility, the following documents.

Statement of Work

- Detail of contract compliance
- Forecasted level of effort
- Statement of customers requirements
- Device list as an Exhibit to the Statement of Work
- Contact details for the project.

Quote

- Project cost
- eVA contractor details

Device Transportation

DynTek will schedule with the local point of contact a timetable to collect the registered devices. DynTek will be responsible for the packing and loading of all devices but it is the responsibility of the user facility to ensure that all devices are in a central location at the time of collection. Time spent gathering devices from multiple locations at a single facility will be deemed out of scope unless pre-arranged with DynTek before commencing collection.

A specialist will review the device list on-site from a manifest before preparing for transportation. Discrepancies from the manifest to what is physically available will be noted. DynTek will NOT transport any equipment that has not been registered previously.

Upon completion of the packing and loading of the equipment, the specialist will sign the manifest and will expect the local point of contact to sign the same manifest as confirmation that the device list is accurate and was collected as specified. A copy of the manifest will be left at the location.

Once the items are removed from the facility, the responsibility of the facility to the device ends and is the sole responsibility of DynTek.

Device Processing

The following actions are taken once the device is removed from the user facility and delivered to a DynTek configuration center.

Validation

- Device information is checked for accuracy and is compared to the user facility device registration information. Modifications to device information will be made if necessary, and will be documented. The user facility will receive copies of any modification made.

Evaluation

- A device is evaluated according to a condition and age criteria as to its worth to be sold, donated or recycled. Devices are separated at this point and are moved to the sanitization queue.

Sanitization

- A device requiring sanitization such as a computer with a hard drive will be handled according to its evaluation. Any device evaluated as either to be sold or donated will be sanitized in a way that components can be reutilized. A device that has been evaluated to be recycled will have any component holding government data destroyed.

Preparation

- Government identifying marks are removed, devices evaluated for resale or donation are cleaned and prepared for reuse, and the operating system is reloaded. Devices evaluated for recycling are stored for pickup by a electronics recycling contractor. All storage is removed from recycled devices and held for a period of not less than thirty (30) days in a disassembled condition for audit purposes. After the audit time period expiration, the disassembled storage is sent to recycling.

Closure

- Each device receives a declaration of surplus and sanitization. A copy is sent to DGS and the user facility for record keeping. Additionally, any item sold or donated is documented and reported to DGS along with any applicable resale revenues.

Note: If a user facility requests that devices are sent either specifically to recycle and/or to donate, DynTek will require that instruction in writing before commencing activities. If a request is made to donate to a specific, eligible facility, it is the responsibility of the surplus facility to coordinate the acceptance of the applicable device before commencing activities. DynTek must receive in writing, instructions on the agreement between the surplus and receiving facility.

3.2 eVA Supplier Details

DynTek Services is registered in eVa under the following:

DynTek Services, Inc.
501 E Franklin St
Suite 518
Richmond , VA 23219
United States
Phone:+1 (804) 521-4163
Fax:+1 (804) 521-4232
Email:andrew.miller@dyntek.com

CHAPTER 4 - AGENCY INSPECTION AND ACCEPTANCE PROCEDURES

In this chapter, look for ...

- 4.1 Site Availability and Delivery
 - 4.2 Validation Testing Responsibilities
 - 4.3 Inspection and Acceptance
 - 4.4 Reporting
-

- 4.1 **Site Availability and Delivery.** The Commonwealth is responsible for having the site or location ready for services to be performed at the time of pickup as identified in the purchase order and statement of work. If the site is not available at the agreed-upon date, the Commonwealth entity may be charged a fee equal to the amount of expenses incurred by the contractor for the attempted delivery.

The contractor's authorized representatives shall have access to appropriate Commonwealth locations during normal business hours in accordance with all security procedures for that specific location.

- 4.2 **Validation Testing Responsibilities.** The DynTek team is responsible for the proper validation of all data entered into the SDDS system. Upon transfer of devices to the care of DynTek, DynTek will review all information received and will modify any information deemed inaccurate. This information will be notated and an audit trail of any changes made will be available in the event of dispute resolution.

- 4.3 **Inspection and Acceptance.**

4.3.1 **Substitution.** Substitution is defined as receipt of an item that does not conform to the specifications of the order and/or is deemed invalid from the list of acceptable items in section 1.3. Substitutions on purchase orders require the prior approval of the individual who originally registered the items with DGS and with DynTek. Any item received not meeting specifications may be returned to the organization at the at the organizations expense.

4.3.2 **Loss or Damage in Transit.** Any items lost in transit from the organization to the DynTek configuration center will be immediately reported to VITA, DGS and the organization surplusing the item. DynTek will perform an investigation into the loss and will report its findings no later that seven (7) business days after the incident occurred. DynTek will make every attempt to recover the lost item, including the use of local law enforcement resources if the loss of the item is found to be due to criminal intent.

4.3.3 Receipt of Devices. The issuing organization will present DynTek with a manifest of items awaiting pickup when DynTek specialists arrive on-site. DynTek will compare the manifest with registered devices, perform a physical device count and will then sign the manifest as initial confirmation of receipt. This document will be presented to DGS for record keeping and will also be captured electronically for future audit purposes. DynTek specialists are under instruction NOT to collect any devices not registered.

4.3.4 Inspection. DynTek agrees to inspection of surplus and sanitization activities without notice. All sanitized devices may be inspected at any time with exception of devices that have been recycled. DynTek will record and enter into a logbook with a destruction declaration, any devices that have been recycled.

4.3.5 Acceptance Documentation. The following documentation will be issued for all devices handled through the surplus and sanitization program:

DGS Registration:

DGS Delegation of authority.

DynTek Registration

Device Registration:

Manifest List

eVA compliant quote reflecting manifest list for purchase order creation

Device Collection:

Signed receipt of the manifest list. The receipt will contain information about each device as well as the purchase order number received through eVA.

Validation Declaration:

Printable soft copy reflecting device validation and any changes made to the device from the initial registration of the device.

Sanitization Declaration:

Printable soft copy reflecting method of sanitization as well as a declaration that the device, if applicable, was sanitized in conformance with VITA ITRM standards.

4.4 Reporting. DynTek will provide monthly reports reflecting surplus and sanitization activities to VITA and DGS. These reports will contain summaries of all documentation listed in 4.4.5 plus additional information regarding revenue receipts from the donation or resale activity of surplus devices.

CHAPTER 5 - INVOICES

In this chapter, look for ...

- 5.1 Invoice Requirements
 - 5.2 Invoice Submission Schedule
 - 5.3 Invoice Approval by Agency
 - 5.4 Prompt Payment of Bills
 - 5.5 Payment by Electronic Funds Transfer
-

5.1 Invoice Requirements. DynTek will submit a separate invoice for each purchase order for services ordered, delivered to, and accepted by the Commonwealth. The invoice will be sent directly to the address shown on the contract or purchase order. Purchase order numbers will be shown on all related invoices, delivery memoranda, bills of lading, packages, or correspondence.

5.1.1 Time and Materials Documentation. Agencies shall pay DynTek in accordance with the terms as specified in the Master Contract. DynTek shall not exceed the number of hours specified in the ordering document or work authorization. DynTek will submit monthly invoices and expense reports for the services rendered to the address shown on the agency ordering document. Invoices will include the ordering document and work authorization number assigned by the agency, the invoice date, identification of personnel, hourly rate charged, labor category, and a unique invoice number.

5.2 Invoice Submission Schedule. Invoices will be rendered immediately following acceptance of goods or services on each purchase order. Invoices for services will be issued and payable monthly in arrears of performance. Invoices will be submitted monthly for recurring services performed during the preceding month.

5.3 Invoice Approval by Agency. Invoices are subject to approval by the agency in accordance with the Terms and Conditions of the Master Contract. Any discrepancies on the invoice should be directed to Andrew Miller, COV Program Manager, within 30 days of receipt for resolution and re-issuance of a corrected invoice.

5.4 Prompt Payment of Bills. Payment is due 30 days after receipt of a proper invoice or 30 days after receipt of services, whichever occurs later. Date of payment will be determined by date of postmark in all cases where payment is made by mail and date of transaction for electronic funds transfer. There is no prompt payment discount.

5.5 Payment by Electronic Funds Transfer. For large transaction volume, payment can be made through the Commonwealth's Financial Disbursement System using Electronic Data Interchange (EDI) and its connectivity to the Automated Clearing House (ACH) network. Payment should be made in accordance with the Prompt Payment Act of Virginia.

CHAPTER 6 - PROPOSED PRICING

In this chapter, look for ...

6.1 Pricing Explanation

6.2 Pricing Schedule

6.1 Pricing Explanation

All devices handled under this contract will incur a fee to collect, process, evaluate and allocate for either future use or recycling. These fees are the fixed operating costs and will be charged to the requesting organization upon completion of the purchase order. However, DynTek has committed to pursuing avenues that will allow the resale of compatible devices to the open market. If the surplus device is sold and revenue is received DynTek will return to the Commonwealth a portion of the proceeds.

Each device has certain attributes that will either raise or lower the level of effort to collect, process, evaluate and allocate. It is in the best interest of all parties that the device that is identified for surplus is handled according to its individual specifications. The pricing schedule in section 9.2 lists each device possibility and allocates fees to that device, contingent on its final destination.

Example 1: Resale of equipment.

A Pentium III Computer that is 3 years old and is registered as in good condition.

Charges that will apply:

Transportation	3.06
Resale Preparation	14.70
System Clean	6.13
Storage ITRM Format	3.68
Factory Software Restore	6.13
Total	33.70

Assuming the computer is sold for a forecasted value of 120.00, DynTek will return to the Commonwealth 70% of the proceeds.

Resale value	120.00
Revenue returned	84.00

The organization that registers the computer may request from DGS a credit from the revenue returned. This may offset the charge applied by DynTek for the surplus effort.

Example 2: Recycling of equipment.

A Pentium II Computer that is 5 years old and is registered as in poor condition.

Charges that will apply:

Transportation	3.06
Destroy Processing	11.03
Destruction of storage	3.06
Recycling fee	3.19
Total	20.34

6.1.1 Validation discrepancies

Any device that is mis-registered and during validation and sanitization is identified as being in either a condition or of an age that does not reflect registration information will be modified by DynTek to reflect actual conditions. Charges will also be modified, reflecting validation changes and a change order request with justification will be submitted to the issuing organization if the fee for the activity increases. All validation changes contain audit trails to show who made the changes and why the changes are made.

6.2 Price Schedule

A color in each column denotes charges that may be applied to the device as it is processed.

Blue and Green activities cannot be combined.

Factory restore is contingent on appropriate licenses being available. Otherwise the device will be processed without any software loaded and a charge will not be applied.

Red activities are optional and will only occur at the specific request of the organization.

6.2.1 Desktop Computer

Transport from Organization	Destroy Processing	Resale Processing	Clean	Degauss	Format	Format DOD Standard	Factory Restore	Recycle	Warehouse per Month
3.06	11.03	14.70	6.13	3.06	3.68	9.80	6.13	3.19	3.06

6.2.2 Mobile Computer

Transport from Organization	Destroy Processing	Resale Processing	Clean	Degauss	Format	Format DOD Standard	Factory Restore	Recycle	Warehouse per Month
3.06	13.48	14.70	8.58	3.06	3.68	9.80	7.35	6.59	3.06

6.2.3 Handheld Computer

Transport from Organization	Destroy Processing	Resale Processing	Clean	ROM Destruction	SRAM Format	Factory Restore	Recycle	Warehouse per Month
1.23	6.13	4.90	3.68	7.35	3.68	3.68	6.82	1.23

6.2.4 Server

Transport from Organization	Destroy Processing	Resale Processing	Clean	Degauss	Format	Format DOD Standard	Factory Restore	Recycle	Warehouse per Month
5.15	12.25	17.15	14.70	3.06	9.80	17.15	30.63	12.45	5.15

6.2.5 Monitors

Type	Transport from Organization	Destroy Processing	Resale Processing	Clean	Recycle	Warehouse per Month
14" Or Terminal	3.06	9.80	17.15	3.06	3.45	3.06
15"	3.06	11.03	11.03	3.68	4.25	3.06
17"	3.68	12.25	12.25	4.90	5.50	3.68
19"	3.68	12.25	12.25	6.13	7.25	3.68
20"	5.15	14.70	13.48	6.13	11.20	5.15
21"	5.15	17.15	13.48	7.35	12.00	5.15
LCD	3.06	12.25	12.25	6.13	14.20	3.06

6.2.6 Printers

Type	Transport from Organization	Destroy Processing	Resale Processing	Clean	Degauss	Format	Recycle	Warehouse per Month
Dot Matrix	3.06	9.80	6.13	6.13	NA	NA	3.45	3.06
Ink Jet	3.06	9.80	7.35	6.13	NA	NA	4.25	3.06
Black and White Laser	3.68	9.80	9.80	6.13	NA	NA	5.50	3.68
Color Laser	5.15	13.48	14.70	6.13	NA	NA	7.25	3.68
Plotter	5.15	13.48	14.70	6.13	NA	NA	11.20	5.15
Printer with Storage Device	5.15	12.25	17.15	6.13	3.06	9.80	12.00	5.15

6.2.7 Peripherals

Type	Transport from Organization	Destroy Processing	Resale Processing	Clean	Degauss	ROM Reset	Format	Recycle	Warehouse per Month
Computer Attached Device	3.06	3.68	4.90	6.13	3.06	7.35	3.68	2.80	3.06
Keyboard per batch (20)	3.06	0.61	NA	NA	NA	NA	NA	3.45	3.06
Mice per batch (20)	3.06	0.61	NA	NA	NA	NA	NA	5.50	3.68

6.2.8 Network Electronics

Type	Transport from Organization	Destroy Processing	Resale Processing	Clean	ROM Reset	Format	Recycle	Warehouse per Month
Hub	3.06	7.35	4.90	6.13	7.35	3.68	3.15	3.06
Switch	3.06	8.58	4.90	6.13	9.80	NA	4.45	3.06
Router	3.06	11.03	8.58	6.13	14.70		4.45	3.06
Firewall	3.06	11.03	11.03	6.13	17.15	NA	3.15	3.68
Component	1.23	3.68	3.68	6.13	4.90	NA	3.15	1.23

6.2.9 Media

Type	Destroy Processing	Degauss	Format	Recycle	Warehouse per Month
Magnetic	0.61	3.06	3.68	3.15	1.84
Optical	0.31	NA	NA	3.15	1.84

6.2.10 Services

DynTek can assist any organization with the physical inventory, registration and processing of devices that may normally be the responsibility of the organization. If these services are requested, DynTek will create a statement of work that addresses the specific needs of the organization to successfully complete the project.

Title	SKU	Rate per Hour	Role Description
Surplus Specialist	SDDS-1	65.00	Registers all devices into the SDDS system. Ensures data accuracy and coordinates with DynTek resources to arrange a pickup schedule. Interfaces with the organizations management for direction of location of displaced assets.
De-Installation Technician	SDDS-2	65.00	Performs de-installation of devices on-site with the exception of Server and Networking devices. Enters device into SDDS upon completion of de-installation
De-Installation Engineer	SDDS-3	92.00	Performs de-installation of Server and Network devices. Enters device into SDDS upon completion of de-installation.
Inventory Specialist	SDDS-4	75.00	Performs site assessment and physical asset inventory to evaluate an organizations position to surplus and sanitize equipment. Utilizes industry asset management tools to compile a report on equipment status and presents to the organization quantities of devices that meets the SDDS criteria.
Project Manager	SDDS-5	165.00	Will be assigned to larger SDDS projects to allow for an efficient command and control of SDDS activities. Will report to the organizations senior management and will report progress and milestones achieved as they occur.